

Annual Report of the Utah State Office of

250 East 500 South
P.O. Box 144200
Salt Lake City, UT
84114-4200

Blaine Petersen, Ed.D.
Executive Director

Rehabilitation



*For Preston's success story,
please see page 26.*



ANNUAL REPORT OF THE UTAH STATE OFFICE OF REHABILITATION

250 East 500 South
P. O. Box 144200
Salt Lake City, Utah 84114-4200

Fiscal Year 2004

Blaine Petersen, Ed.D.
Executive Director
Utah State Office of Rehabilitation



Patti Harrington, Ed.D.
Chief Executive Officer
Utah State Board of Education

UTAH STATE OFFICE OF REHABILITATION Table of Contents

Utah State Office of Rehabilitation Executive Director's Message	1
Utah State Board of Education	3
UTAH STATE OFFICE OF REHABILITATION	
Organization Chart and Mission	5
Advisory Councils	6
Programs and Services	7
Revenues	8
DIVISION OF REHABILITATION SERVICES	9
Organization Chart	9
Vocational Rehabilitation Program	11
Mission, Vocational Evaluation, Choose to Work, Assistive Technology, Benefits Planning Assistance and Outreach, and Ticket to Work	11
Successful People: Cindy Graves	13
Expenditures (Graph)	14
Highlights and Characteristics of the Individuals Employed (Charts)	15
Impact of the Vocational Rehabilitation Program (Map)	16
Economic Impact and Occupations of the Individuals Rehabilitated (Graphs)	17
Major Disabling Conditions of the Employed Individuals (Graph)	18
Successful People: Vern Burgess, Renard Thayer, Gordon Oscar, David Pickett, and Lorna Jennings	19
Independent Living Program	21
Peer Support, Independent Living Skills Training, Individual and Systems Advocacy, Information and Referral, Assistive Technology Services, Recreation and Community Integration Programs	21
Independent Living Older Blind Services, Accomplishments, Successful People: Corwin Housley	22
DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED	
Organization Chart	23
Mission and Accomplishments	25
Successful People: Preston McCall	26

Table of Contents (Continued)

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING

Organization Chart	27
Mission, Community Center Renamed	29
Accomplishments: Interpreter Program, Outreach and Assistive Technology Program, Deaf Programs, Hard of Hearing Program	30
Mental Health Counseling/Independent Living, Adult Education Classes, Social and Recreational Activities, and Outreach and Assistive Technology in Communities	31

DIVISION OF DISABILITY DETERMINATION SERVICES

Organization Chart	33
Mission and Accomplishments: Challenges, Implementation of Electronic Process, DDS Employees' Recognition at Kickoff	35
Impact on Utah's Citizens and Economy	36

USOR OFFICE LOCATIONS37

UTAH STATE OFFICE OF REHABILITATION Executive Director's Message



Blaine Petersen
Executive Director

Since 1921, the Utah State Board of Education has provided general oversight and policy direction to the Utah State Office of Rehabilitation (USOR). For many years, the main service offered by the USOR was Vocational Rehabilitation. Starting in the late 1950s, Congress and the Utah State Legislature increased the variety of services offered by the USOR to include the Division of Disability Determination Services, the Division of Services to the Deaf and Hard of Hearing, and the Division of Services for the Blind and Visually Impaired. Services offered by the USOR are focused on assisting individuals with disabilities to prepare for and obtain employment and to increase their independence.

The programs and services of the Utah State Office of Rehabilitation have been enhanced through partnerships with many individuals, agencies and organizations. Clearly, the working relationship that is developed between staff and consumers plays a significant part in the success of USOR programs. Numerous studies and focus groups have identified this relationship as the key factor in assisting consumers to meet their goals. Each year, seven advisory councils composed of individuals with disabilities, employers, and other interested parties provide input and guidance to the agency on policy, procedures and services. In addition, the State Office of Rehabilitation has established working relationships with the Department of Workforce Services, schools, mental health agencies, and other entities. The development of these cooperative efforts is a high priority for the agency and has proven to be beneficial in meeting consumer needs.

In spite of the challenges faced by the USOR this last year, the Vocational Rehabilitation program was successful in assisting 2,817 individuals in preparing for and obtaining employment. The Division of Disability Determination Services adjudicated over 18,000 Social Security claims for disability benefits. 4,168 individuals received assistive technology devices, through either the Vocational Rehabilitation program or the Independent Living program. Of the over 56,000 preschool and kindergarten children screened for vision problems, more than 2,500 were referred for additional eye examinations and treatment. The Division of Services to the Deaf and Hard of Hearing trained 934 participants in a variety of educational classes. These figures represent only a few of the many services offered by the USOR that are detailed in this report.

The services offered through the USOR programs help ensure that Utahns with disabilities have the opportunity to be productive and contributing citizens. The 2004 annual report highlights the accomplishments of individuals with disabilities who received these opportunities and illustrates the positive impact USOR services have on the community.

Utah State Board of Education

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Executive Officer

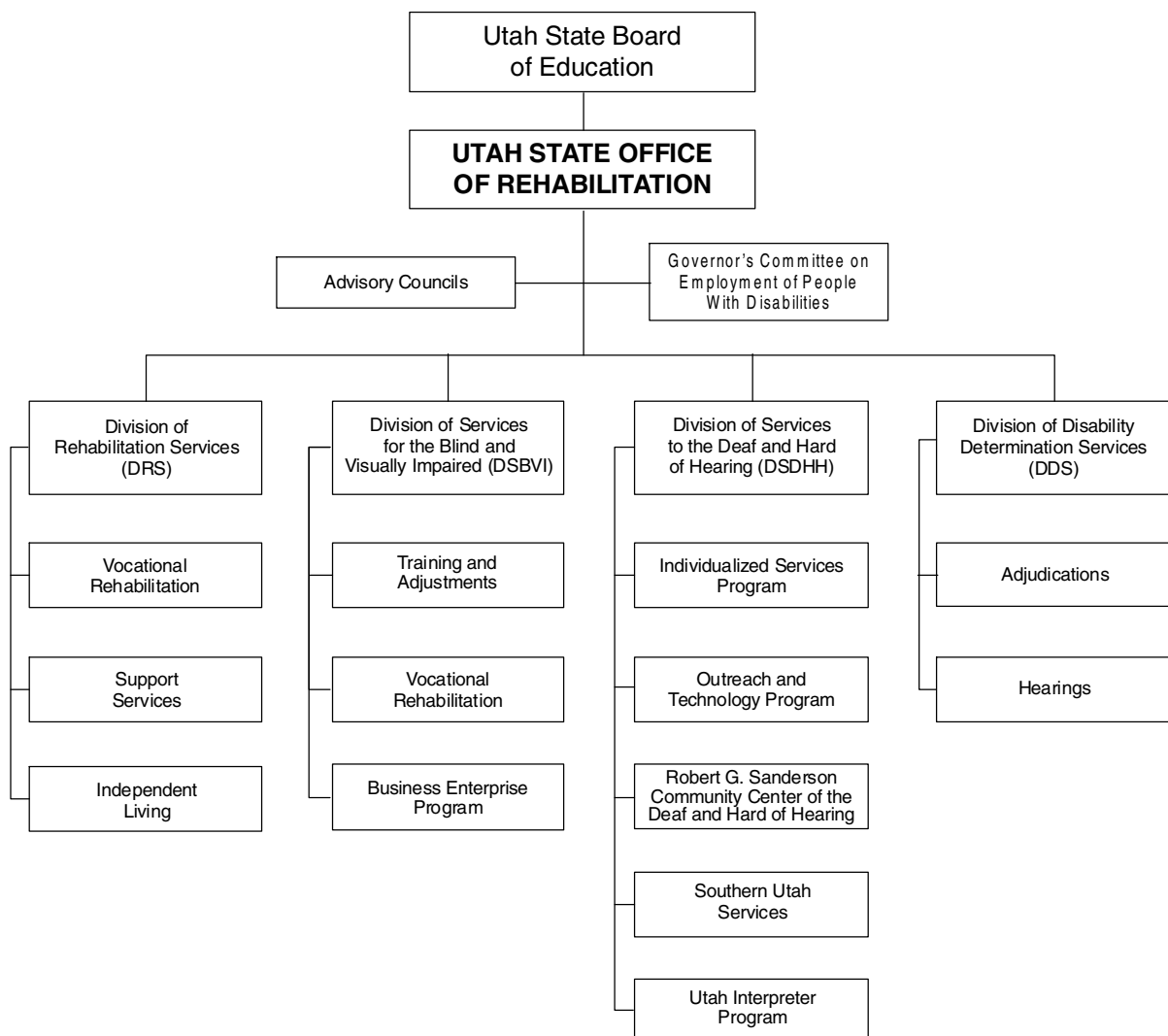
Twila B. Affleck

Secretary

**Board of Regents Appointments
1/12/05*

UTAH STATE OFFICE OF REHABILITATION

Mission: **To assist individuals with disabilities to prepare for and obtain employment and increase their independence.**



UTAH STATE OFFICE OF REHABILITATION

Advisory Councils

Advisory Councils work with staff to establish direction and implementation of the various USOR service delivery programs and independent living.

Rehabilitation Services Council

Allan Ayoub, Salt Lake City
Deborah Burt, Salt Lake City
Hector Cando, Salt Lake City
Marie Christiansen, Beaver
Nancy Friel, Salt Lake City
Eileen Glathar, American Fork
Richard Harward, Park City
Krystal Johnson, Salt Lake City
Rollin Jones, Taylorsville
Tericia Leavitt, Mountain Green
Susan Loving, Salt Lake City
Marie Marshall, Midvale
Kent McGregor, St. George
Helen Post, Salt Lake City
Eileen Saunders, Cedar City
Karl Smith, Taylorsville
Linda Smith, Sandy
Milton Taylor, Salt Lake City
Nedra Taylor, Logan
Rebecca Wassem, Salt Lake City
Nancy Zapata, Grantsville

Interpreter Certification Board

Jeff Born, Orem
Jet Burnham, West Valley City
Shellie Burrow, Heber City
Don Carpenter, Salt Lake City
Cheralyn Creer, Salt Lake City
Cherie Hodson, Taylorsville
Sonia Hovey, Farmington
Jess Julander, Salt Lake City
Jodi Kinner, Salt Lake City
Eric Lynn, Murray
Trenton Marsh, Taylorsville

Statewide Independent Living Council

William Young, Executive Director,
Salt Lake City
Nancy Bentley, Price
Marvin Fifield, Logan
Donna Gleaves, Salt Lake City
Patrick Horgan, Hurricane
Richard Jewkes, Price
Debra Mair, Salt Lake City
Marie McDonald, Salt Lake City
Sue Ordonez, Taylorsville
Gordon Richins, Logan
Helen Roth, Logan
Mark L. Smith, Salt Lake City
Theresa Walker, Roy
Rebecca Wassem, Holladay

Division of Disability Determination Services Advisory Council

Marie Christiansen, Beaver
Christine Curry, Ogden
Lillian Grant, Salt Lake City
Barrie Nielson, Salt Lake City
Melanie Preece, Salt Lake City
Gordon Richins, Logan
Phyllis Sharples, Salt Lake City
Jeff Sheen, Logan
Mark Smith, Salt Lake City
Maggie Snyder, Salt Lake City

Division of Services to the Deaf and Hard of Hearing Advisory Council

Kristylynn Brady, Salt Lake City
Mimi Brockbank, Salt Lake City
Dr. Todd Child, Salt Lake City
JoAnn Coupal, Salt Lake City
James Dyal, South Jordan
Kevin D. Hanson, Taylorsville
Rollin S. Jones, Taylorsville

Valerie Kinney, Ogden
Kristi Mortensen, Salt Lake City
Michael Page, Salt Lake City
Barbara Ripley, West Jordan
Joy Roberts, Salt Lake City
Matthew Snarr, Lehi

Division of Services for the Blind and Visually Impaired Advisory Council

Cheralyn Creer, Salt Lake City
Ron Gardner, Salt Lake City
Leslie Gertsch, Woods Cross
NaDeen Hackwell, Ogden
Lynne Krumm, Hyrum
W. Kent McGregor, St. George
Bill Peterson, Mayfield
Bernece Stradley, Murray
Ruth Wheeler, Ogden

Governor's Committee on Employment of People With Disabilities

Kevin Cammack, Banta Book Group
Sherrie Crespo, DSBVI
Kriby Croyle, Wells Fargo
Amanda Dickson, KSL
Cory Ervin, DHRM
Paul Kelsey, HealthSouth
Gary Knapp, Enable Industries
Stephen Maas, DWS
Marette Monson, Discover Financial
Jeff Morris, DHRM
Karla Padilla, Marriott Guest Services
Ken Reid, Center for Assistive Technology
Brian Small, Swire Coca-Cola
Karalee Smith, SkyWest
Thom Smith, La-Z-Boy
Charlee Wallace, Manpower

UTAH STATE OFFICE OF REHABILITATION Programs and Services

Vocational Rehabilitation Program

The Vocational Rehabilitation (VR) program provides services to individuals whose disability is a substantial impediment to employment. The VR program is designed to assist these individuals to achieve employment outcomes. Services are available according to individuals' needs, abilities, and choices. Vocational Rehabilitation services are provided through the USOR's Division of Rehabilitation and the Division of Services for the Blind and Visually Impaired.

Independent Living Program

The independent living program provides services to individuals with disabilities who need opportunities to maintain or increase their independence. Services are provided through a cooperative effort of the Utah State Office of Rehabilitation, the Utah Statewide Independent Living Council, and nonprofit Centers for Independent Living. A variety of services are provided to assist individuals to maintain or increase their independence and community integration.

Governor's Committee on Employment of People With Disabilities

The Governor's Committee's mission is to facilitate communication and cooperation, and promote public and private efforts to increase equal employment opportunities for qualified Utahns with disabilities. Its main responsibilities are to promote employment opportunities for individuals with disabilities; advise the State Board of Education and the Governor on issues that affect employment; advocate full and equal rights for individuals with disabilities; educate the public through information and public relations; recognize exemplary contributions in the areas of employment, job placement, rehabilitation, training, support services, medicine, and public relations; recognize personal achievements of individuals with disabilities; and provide training, support, and technical assistance to employers.

Services for the Blind and Visually Impaired

In addition to Vocational Rehabilitation services, the USOR offers a variety of training and adjustment services for individuals who are blind or have significant visual impairments. These services include skills training, psychological and social orientation, adaptive equipment, braille training, mobility training, independent living, and computer training.

Services to the Deaf and Hard of Hearing

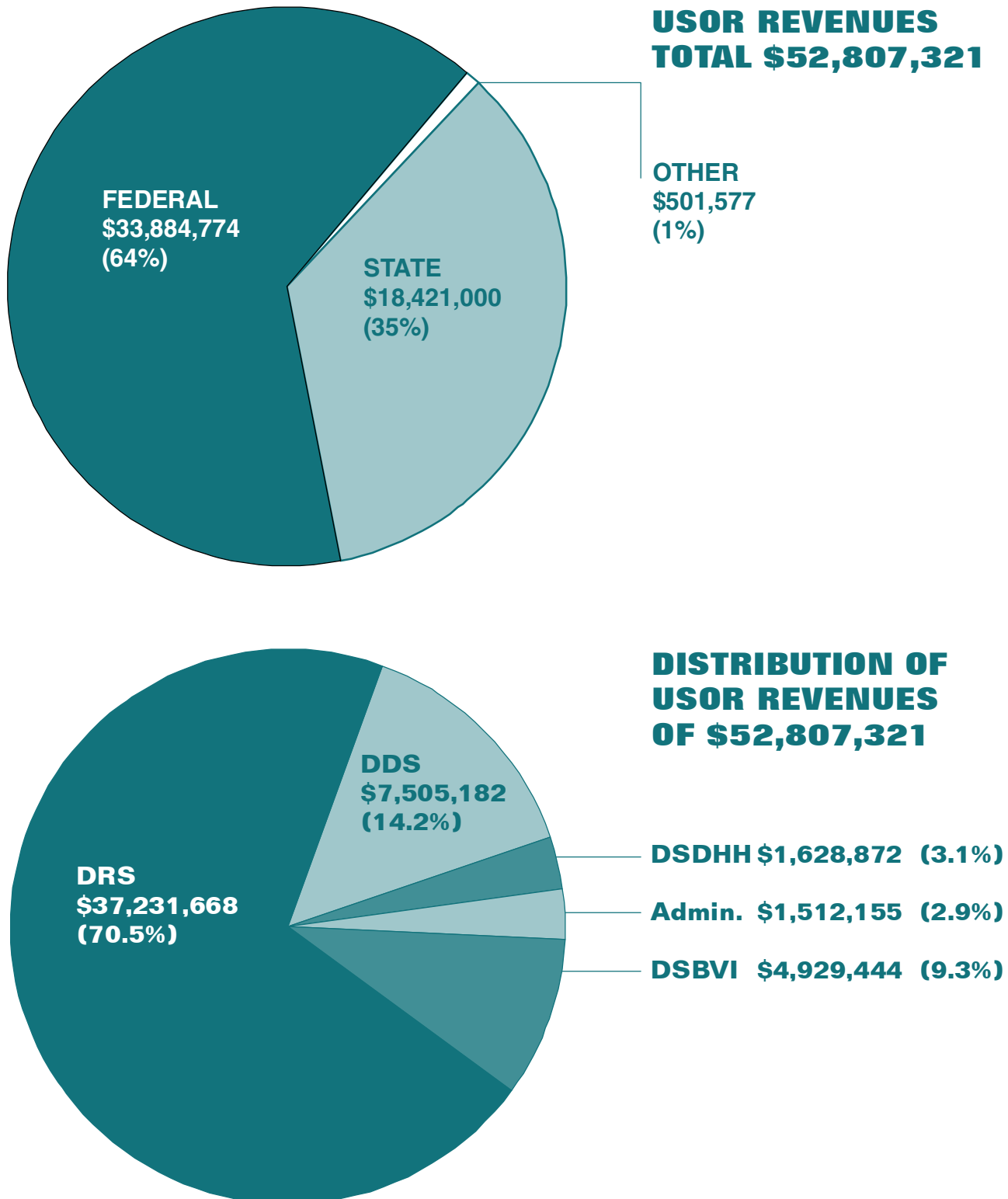
Many services designed for individuals with hearing loss are provided through the Division of Services to the Deaf and Hard of Hearing. These services include an interpreter referral service, assistive technology, and a variety of social and educational programs.

Disability Determination Services

The Division of Disability Determination Services is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits, including Social Security Disability Insurance and Supplemental Security Income.

UTAH STATE OFFICE OF REHABILITATION

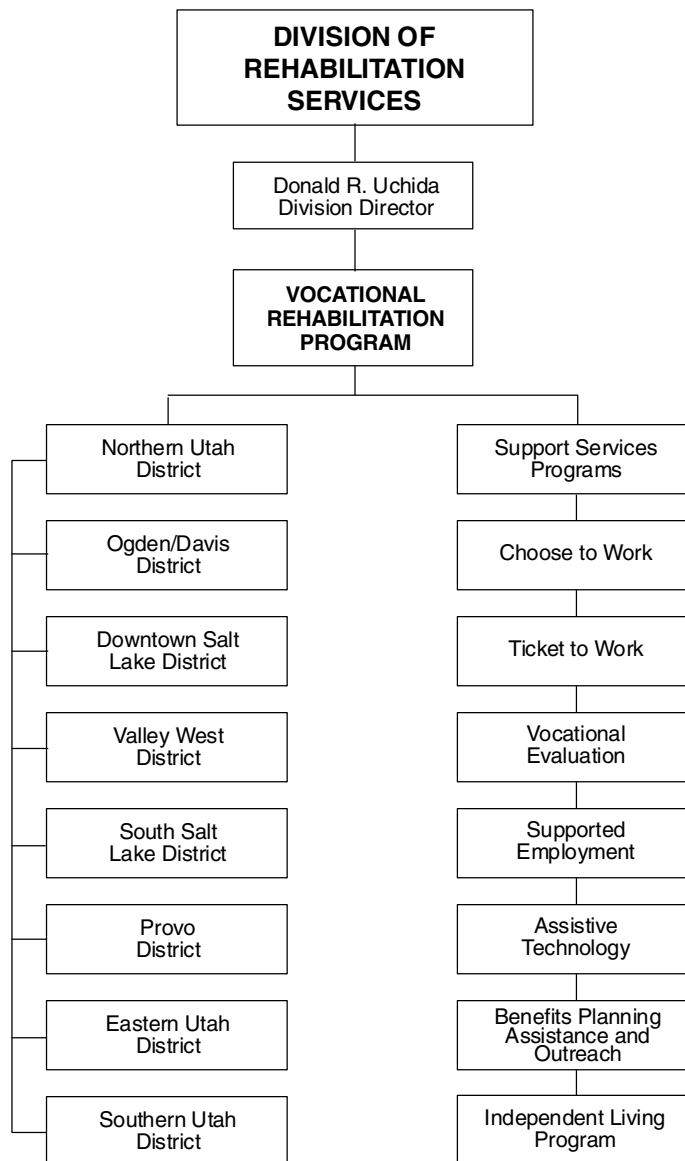
Revenues



DIVISION OF REHABILITATION SERVICES



Donald R. Uchida
Division Director



Vocational Rehabilitation Program

Mission: To assist eligible individuals with disabilities to prepare for and obtain employment.

USOR's **Vocational Rehabilitation** (VR) services are provided through the Division of Rehabilitation Services (DRS) and the Division of Services for the Blind and Visually Impaired (DSBVI). The DRS served 24,874 individuals with disabilities during 2004, placing 2,817 of these individuals into employment. The DSBVI served 523 and placed 64 into employment.

The VR program assists eligible individuals with disabilities to obtain employment. Eligibility for the program depends on the following conditions:

1. The presence of a physical or mental impairment that constitutes a substantial impediment to employment.
2. The individual requires Vocational Rehabilitation services to become gainfully employed.

Eligible individuals work in partnership with their Vocational Rehabilitation counselors to assess their rehabilitation needs, set a vocational goal, and develop an Individualized Plan for Employment (IPE).

Many services are available to assist individuals to reach their goals according to their personal needs and objectives. These

services may include medical services and treatment, personal adjustment training, vocational training, counseling and guidance, assistive technology, job placement, follow-up, and other services needed to enable clients to complete their IPE.

A number of support services are available to both the Vocational Rehabilitation consumer directly and to the VR counselor as a resource.

Vocational Evaluation

Services are offered to help consumers identify their vocational interests and abilities as well as to provide career information to enable consumers to make realistic employment choices.

Choose to Work

The Choose to Work Utah project is a partnership between the Utah State Office of Rehabilitation (USOR) and the Department of Workforce Services (DWS). Choose to Work is a statewide service delivery system that provides individualized job development and placement services to job seekers with disabilities. Eligible individuals are referred to Employment Specialists through either a DWS or USOR counselor. A variety of services, including benefits counseling, support services coordination, job development and placement, and follow-up, are offered to the job seekers.

Assistive Technology

Assistive technology services are provided to individuals who need technology to achieve their vocational goals. Services include assessment, modification, purchasing of technology, and training.

Benefits Planning Assistance and Outreach

The new Utah Benefits Planning Assistance and Outreach Project (UBPAO) is funded through the Utah State Office of Rehabilitation, the Social Security Administration, and the Utah Governor's Council. The UBPAO provides SSI/SSDI beneficiaries with information regarding Social Security Work Incentives. This project offers statewide access to the information and support to people who need to make informed choices about work and benefits; increases the availability of accurate, effective, and accessible consumer education materials and services; and promotes

Vocational Rehabilitation Program

partnership between advocacy programs and the Utah Work Incentive Coalition. Beneficiaries who choose to pursue work, achieve employment goals, and become self-sufficient may maximize new and current resources through collaboration and the provision of comprehensive quality services.

Ticket to Work

The Ticket to Work and Self-Sufficiency Program for people who receive Social Security Disability Insurance (SSDI) benefits or Supplemental Security Income (SSI) benefits offers beneficiaries greater choices in receiving vocational rehabilitation services, employment services, or other services to go to work. These services are provided by employment networks, which are private organizations, or by government agencies that have agreed to provide employment services to beneficiaries with disabilities. The goal is to obtain full-time employment and no longer receive social security benefits.

Vocational Rehabilitation Program

SUCCESSFUL PEOPLE

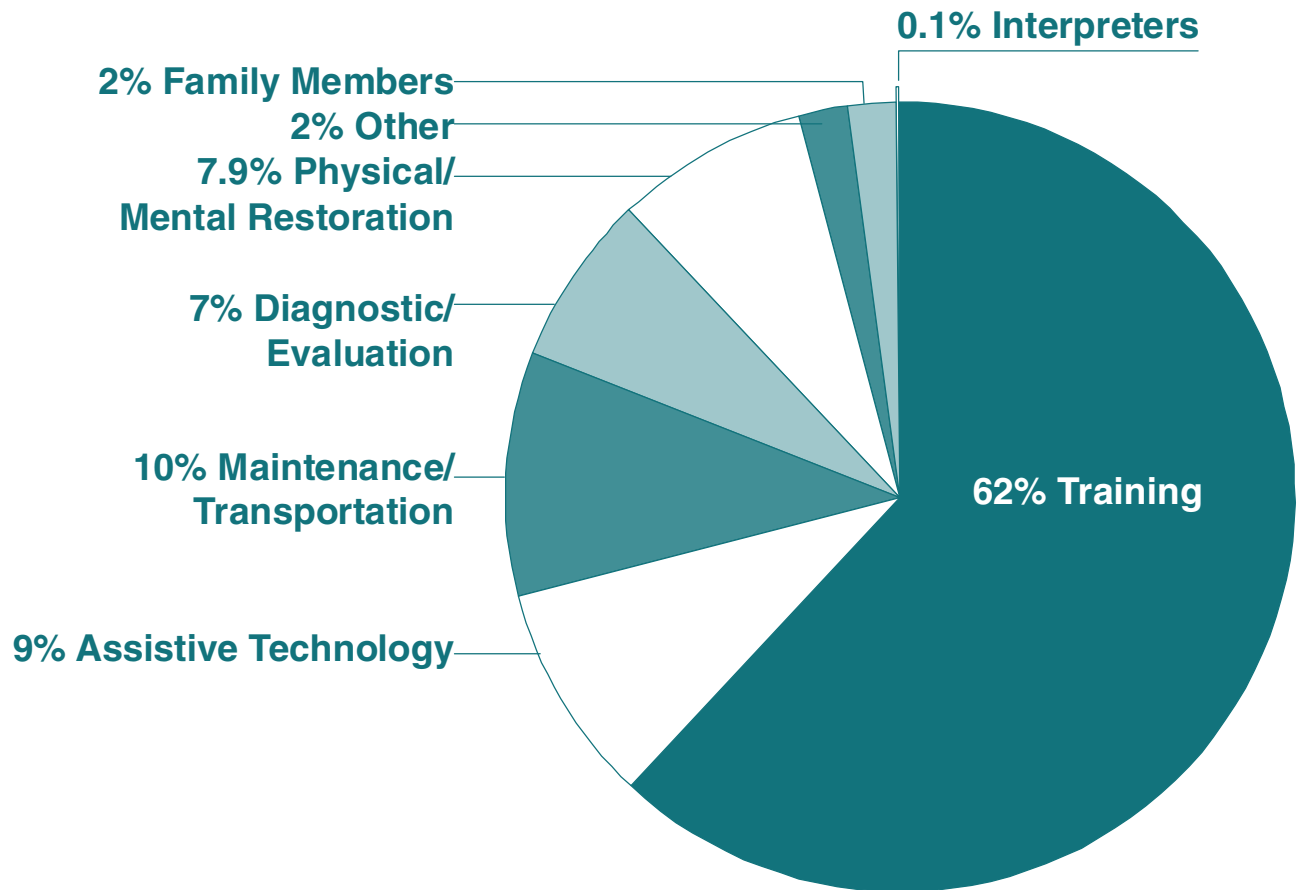
Cindy Graves

Working as a programmer was a lucrative career for Cindy Graves, until her thyroid went out of control and she quickly became unable to talk or function. Several months were needed to determine a diagnosis, then treatment and constant monitoring of medication ensued. Cindy lost her confidence, and felt worthless and scared due to loss of concentration and other health problems. Because she had to work, she sought services from the Vocational Rehabilitation program to help her enter the job market again. Cindy received several services that resulted in her becoming a software engineer for a contractor, Jacobs Sverdrup Technology Inc., for the Hubble Space Telescope. As a single mom with four children to support, Cindy said, "Rehab believed in me, even when I stopped believing in myself. They gave me confidence and the boost I needed to get back on my feet again."



Vocational Rehabilitation Program **EXPENDITURES**

This chart shows the percentage of case service funds utilized for services that assisted people with disabilities in preparing for and obtaining employment.



Total Employed = 2,817

Vocational Rehabilitation Program

HIGHLIGHTS

The following information demonstrates the individual and program success Vocational Rehabilitation achieved during 2004:

- ▶ 2,817 individuals with disabilities were successfully employed.
- ▶ 24,874 individuals were provided with vocational rehabilitation services.
- ▶ 92 percent of those employed were severely disabled.
- ▶ 217 public assistance recipients were successfully employed.
- ▶ 534 Social Security Disability Insurance recipients were successfully employed.
- ▶ 57 individuals were successfully employed through supported employment services.
- ▶ \$10,423,712 in estimated annual taxes were paid by 2,817 employed individuals after vocational rehabilitation services were provided.

CHARACTERISTICS

Of the 2,817 individuals employed through the Vocational Rehabilitation program

GENDER	Number	Percent
Male	1,568	56%
Female	1,249	44%
Total	2,817	100%

ETHNIC BACKGROUND

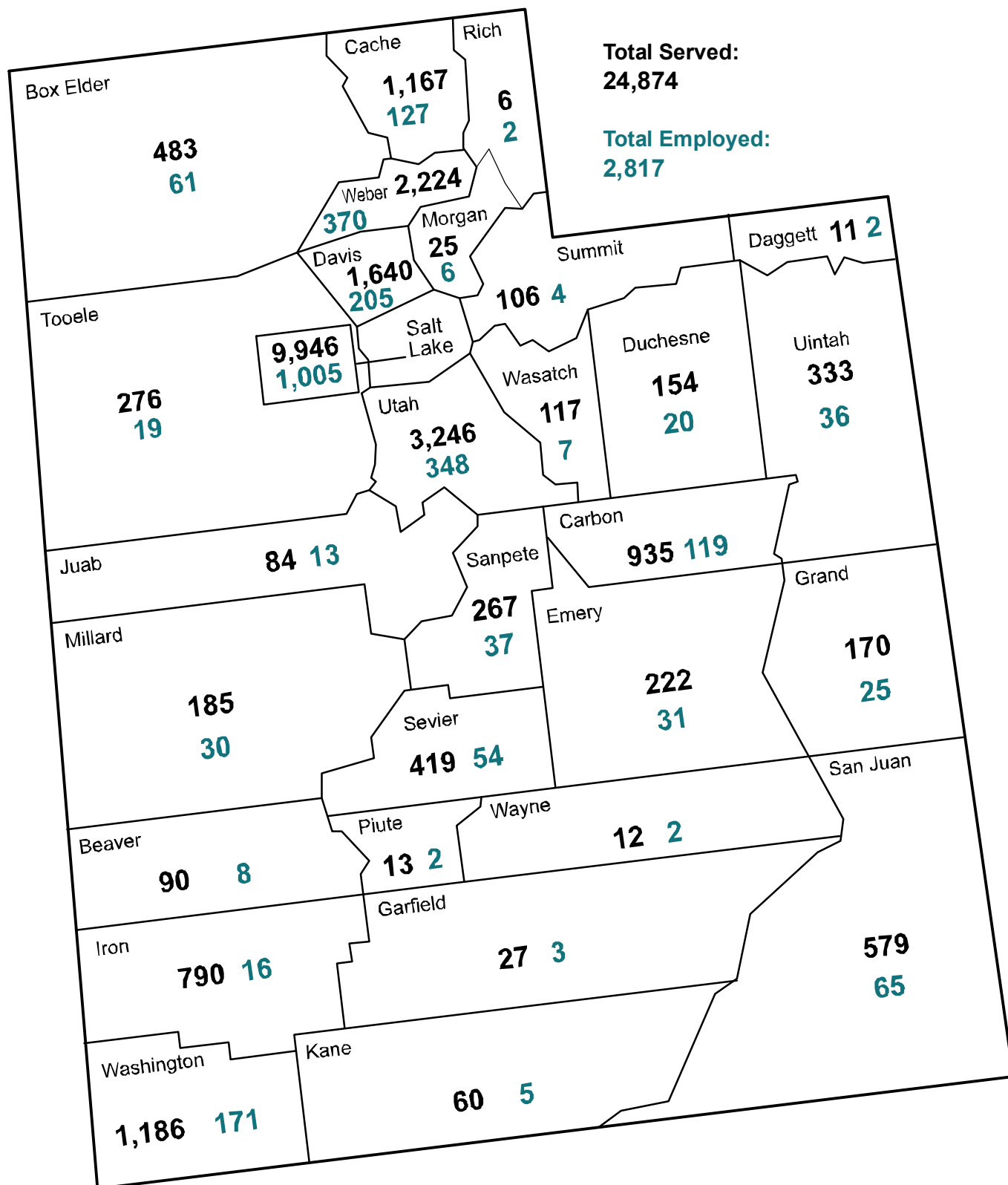
White	2,416	86.0%
African American	55	1.0%
Asian	12	0.4%
Hispanic	145	6.0%
Native American	69	2.0%
Pacific Islander	16	.6%
Multiple Ethnicity	104	4.0%
Total	2,817	100%

MARITAL STATUS	Number	Percent
Married	836	30%
Widowed	34	1%
Divorced	615	22%
Separated	167	6%
Never Married	1,165	41%
Total	2,817	100%

AGE AT REFERRAL

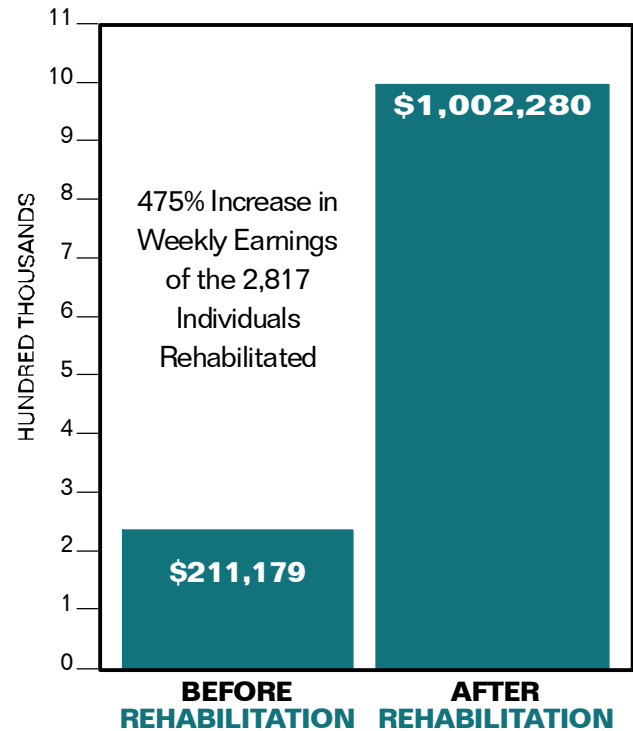
Less than 20 years	27	1%
20 through 34	1,318	47%
35 through 44	708	25%
45 through 64	739	26%
65 and over	25	1%
Total	2,817	100%

Vocational Rehabilitation Program **IMPACT**



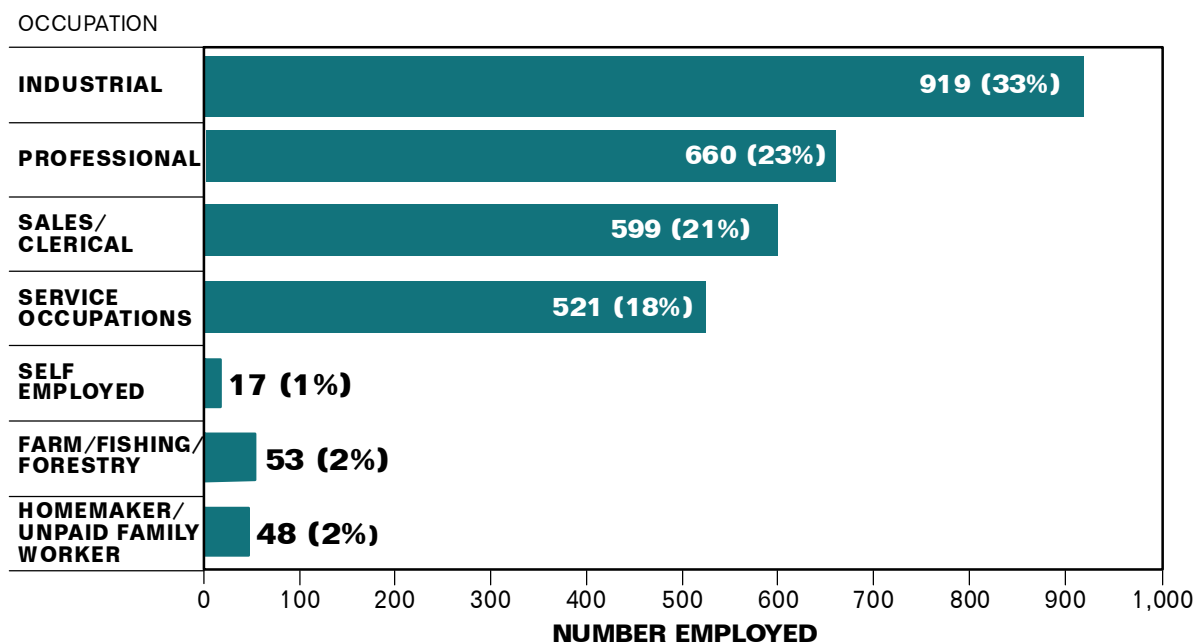
Vocational Rehabilitation Program ECONOMIC IMPACT

AFTER
REHABILITATION
SERVICES



OCCUPATIONS

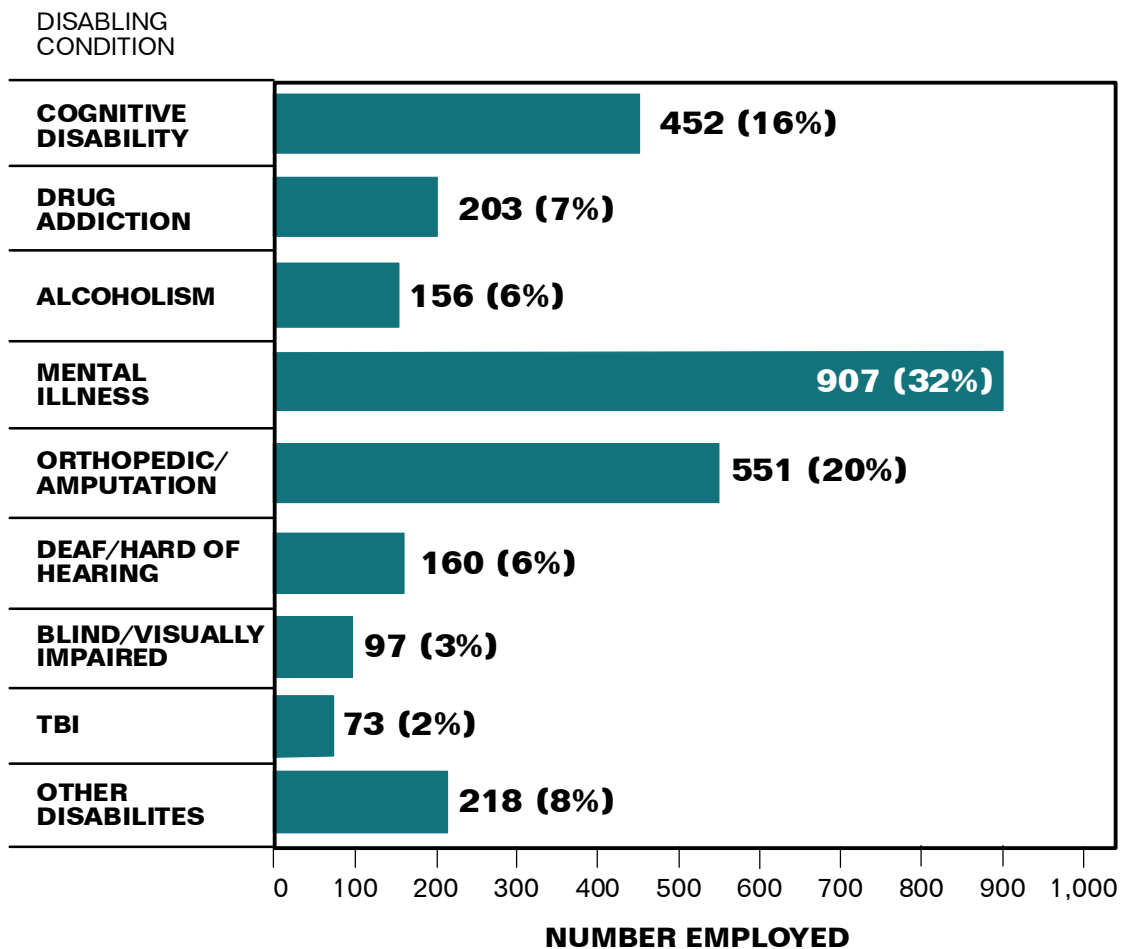
OF THE 2,817 INDIVIDUALS REHABILITATED



Vocational Rehabilitation Program

MAJOR DISABLING CONDITIONS

OF THE 2,817 EMPLOYED INDIVIDUALS



Vocational Rehabilitation Program **SUCCESSFUL PEOPLE**

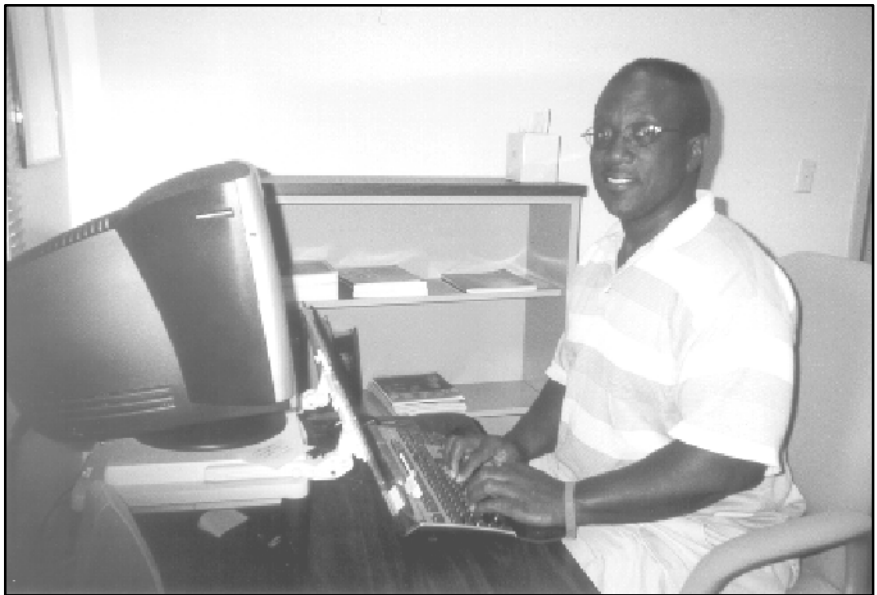
Vern Burgess



Celebrating his draft to Vietnam, Vern and his buddies decided to take in a round of golf. During the game, an injury occurred leaving Vern paralyzed on one side of his body. After 23 months of unemployment, Vern decided to apply for vocational rehabilitation. He attended training and found not only one job, but two, with the Tri-County Independent Living Center and Home Depot. "At a time in my life when, in despair, I had all but chosen to quit, Vocational Rehabilitation saved me. They provided me with encouragement and job seeking, as well as assistive technology to enable me to keep both of my jobs. I am one of three people with disabilities working at the Independent Living Center who received superior assistance from Vocational Rehabilitation."

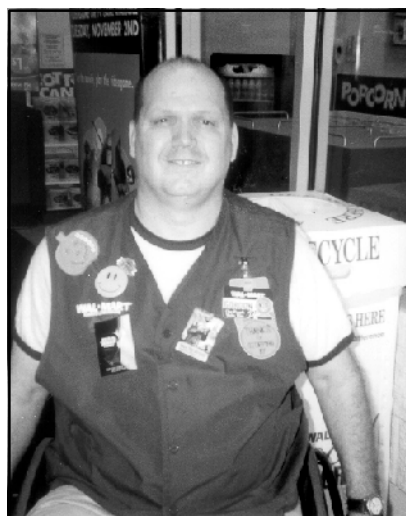
Renard Thayer

After being laid off his job, Renard had a lot of anxiety, as he not only lost his job but the funding to continue his education. He sought services from Vocational Rehabilitation due to a back injury and completed his degree in electronics and electronics technology. With his wife and two children to support, Renard soon found a job at Hill Air Force Base, where he uses his education to test components on jets. Renard feels the Vocational Rehabilitation program is excellent, as it speaks to the real need of people with disabilities in reaching out and helping them with difficulties in their lives. "It is a program like a breath of fresh air with resources to change direction in one's life and find a new course."



Vocational Rehabilitation Program

Successful People [Continued]



Gordon Oscar

A Ticket to Work recipient, Gordon was served by Vocational Rehabilitation to find employment. Gordon was born with cerebral palsy and contacted Vocational Rehabilitation to receive help with purchasing a wheelchair, attending computer and business classes, and obtaining job placement. Gordon is a pleasant man with a soft and respectful demeanor which enables him to perform his job as a people greeter at a local Wal-Mart store in his rural town. Gordon said he is so grateful to be working, and felt his counselor treated him with respect and understanding.



David Pickett

Working as a technical support supervisor is David's reward for completing a degree in multi-media communications technology. He came to Vocational Rehabilitation as a person with a hearing impairment. Vocational Rehabilitation provided him with services from tuition and books to a new hearing aid. After being employed at Sorenson Media for only a short time, David received a promotion to supervisor due to his excellent technical and interpersonal skills. This is a fast-growing company providing the new technology of video relay service phones to the deaf and hard of hearing community. David said he knows that he would not have made it to this point in his life without the services of the Vocational Rehabilitation program.



Lorna Jennings

Having a disability that resulted in several work-related problems due to her inability to hear and communicate with students and coworkers at a local college was devastating to Lorna. Not only did her bilateral profound sensorineural deafness affect her employment, but it also began interfering with interpersonal relationships. Lorna received services from the Vocational Rehabilitation program that enabled her to obtain employment with a local school, after receiving a cochlear implant. Circumstances prevented her from working at that job, and she requested assistance with beginning a home-based business. Vocational Rehabilitation purchased equipment, and Lorna is now doing very well in her specialized quilting business, selling her products throughout the United States. Lorna said, "Vocational Rehabilitation never gave up on me!"

Independent Living Program

Mission: To provide opportunities for individuals with disabilities to increase their independence and level of integration in their communities.

The Division of Rehabilitation Services, in conjunction with the Independent Living Centers, the Division of Services for the Blind and Visually Impaired, and the Utah Statewide Independent Living Council, provide independent living services to eligible consumers. The coordination of services occurs through contractual arrangements and management structures supported by all the entities involved in the program. All services are provided through the network of Independent Living Centers (the Utah Independent Living Center, Salt Lake City; Options for Independence, Logan; Active Re-Entry, Price; Red Rock Center for Independence, St. George; Tri-County Independent Living Center, Ogden; and Central Utah Independent Living Center, Provo).

Eligibility for the program is based on the presence of a disability coupled with the ability to benefit from the provision of services. All services are based on individual need as described in an individualized independent living plan. The listed services are time-limited and designed to assist consumers in increasing and maintaining their levels of independence and community participation.

Peer Support

Peer support is designed to assist individuals in increasing and maintaining their independence. The information needed to live with a disability can more easily be gained when support is provided by an individual with a disability.

Independent Living Skills Training

Skills training includes adaptive cooking, cleaning, budgeting, personal hygiene, transportation, and advocacy.

Individual and Systems Advocacy

Advocacy programs are designed to increase both the consumer's ability to advocate for himself or herself and the community's capacity to meet the needs of individuals with disabilities. Systems advocacy is a process used to increase awareness and encourage the community to provide access for all citizens.

Information and Referral

Information about other services, as well as referrals to other programs, is intended to increase the options available to individuals.

Assistive Technology Services

A comprehensive program of assistive technology services includes assessment, evaluation, short-term loans, and equipment purchases for eligible consumers. Assistive devices can provide significant opportunities for individuals to participate in school, home life, and the general community.

Recreation and Community Integration Programs

Recreation and other community integration programs are often an individual's first introduction to independent living services. Activities have included river trips, adaptive skiing, swimming classes, weightlifting, movies, book clubs, golf, and many other community activities. Often, successful experiences in these programs lead to increased self-esteem and sense of worth, which then lead to further participation and increased independence.

Independent Living Older Blind Services

In cooperation with the Division of Services for the Blind and Visually Impaired, the Independent Living Centers provide services to individuals 55 or older who are blind or severely visually impaired. Services are designed to increase and maintain seniors' ability to remain active in their homes and communities. All services, including recreation, are integrated, allowing seniors to participate. The Division provides other significant services to augment those of the centers, including intensive orientation and mobility services, low vision screening, and general adaptive living skills.

Independent Living Program ACCOMPLISHMENTS

- ▶ 1,378 consumers became eligible for independent living assistive technology services.
- ▶ 601 assistive technology devices were provided.
- ▶ 1,035 consumers received older blind services.
- ▶ 4,685 individuals with disabilities were served.
- ▶ 2,705 independent living plans were developed.
- ▶ 40 consumers were relocated from nursing homes or institutions due to independent living services received.
- ▶ 977 consumers were prevented from entering nursing homes or institutions due to independent living services received.

SUCCESSFUL PEOPLE

Corwin Housley

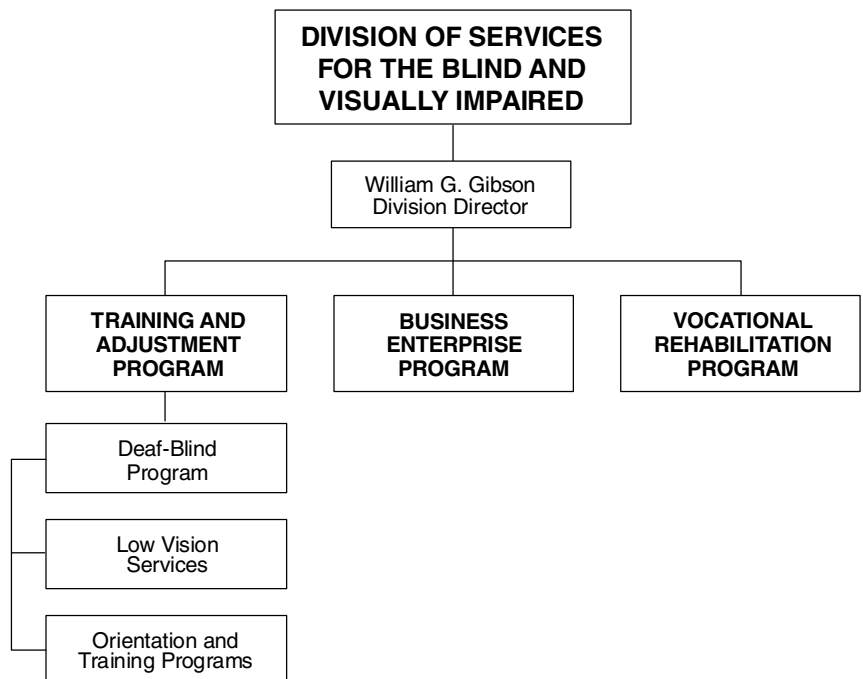
Corwin was referred to the Utah Independent Living Center to learn how to manage his finances, cook his meals, and obtain stress management and assertiveness training as well as social skills. The time spent at the Center has been so helpful and enjoyable that Corwin became involved in the Center's acting group. Corwin's mental health disability prevents him from working full-time, and with the services received, he has now obtained a part-time job at a thrift store. Corwin is living in his own apartment and managing very well. He indicates the Center is a great resource and advocate for all individuals with disabilities, and that the Center's employees are just good and nice people!



DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED



William G. Gibson
Division Director



DIVISION OF SERVICES FOR THE BLIND & VISUALLY IMPAIRED

Mission: To assist individuals who are blind or visually impaired in achieving maximum levels of independence and, whenever possible, developing goals toward competitive employment.

The past year has been exciting and productive. The Deaf-Blind Support Service Program continues to grow. Individuals who are deaf and blind receive assistance from support service providers in activities such as reading their mail and newspaper, grocery shopping, getting to and from appointments, and attending recreational activities. These services have enabled individuals to become more involved in their communities and enjoy greater independence. The number of individuals participating in this program continues to increase, and individuals living in the rural areas of Utah are now participating.

Individuals served through the training and rehabilitation programs continue to receive adaptive technology assistance. A rehabilitation technology specialist assists clients with evaluation and training, as well as setup of adaptive technology. Through this assistance individuals were able to gain and maintain competitive employment. A computer teacher in the training program provides instruction in basic computer skills.

The Division is always looking for new methods of streamlining services. Recently a process was developed for new referrals. For instance, when a doctor refers a consumer for low vision services, the consumer is sent directly to that unit instead of going through a supervisor. It is hoped that additional referrals will result from this streamlined process, as it will provide quicker access to division services.

A committee has been selected to review and recommend changes to the curriculum used in training classes at the center. The committee consists of members of the Advisory Council, staff members, and consumers. The goal of this committee is to recommend consumer training competencies for each class, which will result in clients being better trained for competitive employment opportunities, and remaining independent in their own living situations.

ACCOMPLISHMENTS

Vocational Rehabilitation services were provided to 523 blind or visually impaired individuals.

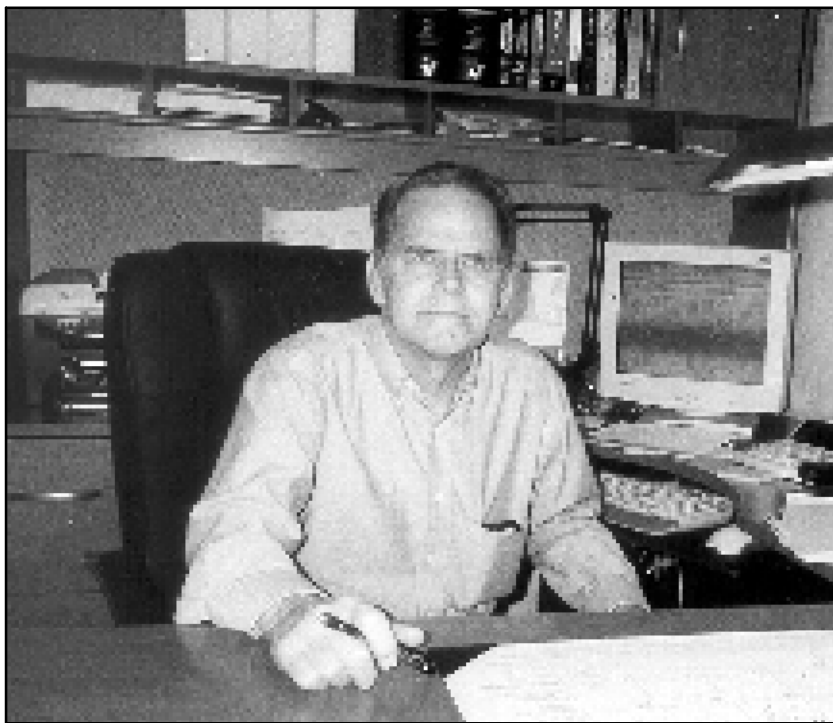
- ▶ A total of 64 individuals were placed into employment.
- ▶ Of those who received services, 95% were considered severely or most severely disabled.
- ▶ Training and adjustment classes to facilitate adjustment to vision loss were attended by 187 individuals.
- ▶ Low vision services were provided to 1,967 individuals, 679 of whom were served for the first time.
- ▶ Over 56,000 preschool and kindergarten children were screened for amblyopia and other vision problems; over 2,500 were referred for professional eye examinations and treatment.
- ▶ Independent living services were provided to 941 older blind individuals.

Services for the Blind and Visually Impaired Program

SUCCESSFUL PEOPLE

Preston McCall

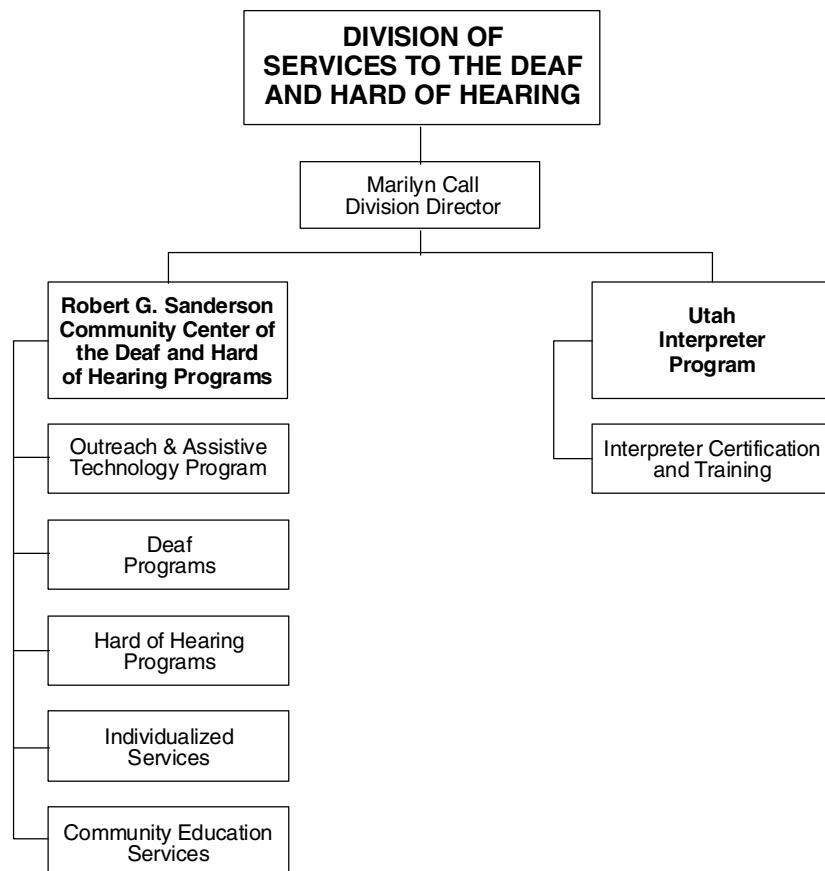
Working since the age of 14 at a variety of jobs, Preston was always very independent. At the age of 59, he had a work injury that caused him to become unemployed. He went to the local vocational rehabilitation office to seek services, as he not only had a physical injury, but his eyesight was now failing due to diabetic retinopathy. Preston wanted to work and received such services as resume writing, job contacts, and assistive technology. Living in rural Utah made it difficult to find employment, but with vocational rehabilitation's help, he applied for and obtained a job as an accountant with Wheeler Auto Sales. Preston said, "Without vocational rehabilitation's help, I would have gone a lot longer between jobs, and I really appreciated the services."



DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING



Marilyn Call
Division Director



SERVICES TO THE DEAF & HARD OF HEARING

Mission: To provide individuals who are deaf or hard of hearing opportunities and programs that enhance or maintain skills necessary to fully participate in their employment, family, and community.

The **Division of Services to the Deaf and Hard of Hearing** (DSDHH) provides services designed to increase productivity, independence, and community integration for individuals who are deaf or hard of hearing. Program services are provided through the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing.

These services include:

- ▶ Information and referral.
- ▶ Educational classes.
- ▶ Counseling.
- ▶ Recreation and leisure activities.
- ▶ Telecommunication services for the deaf.
- ▶ Repair and maintenance of assistive technology.
- ▶ Interpreter services—metropolitan and rural interpreter training and interpreter certification.
- ▶ Library services.
- ▶ Activity programs for senior citizens, youth, families, and deaf-multidisabled individuals.

Community Center Renamed

On October 4, 2003, a huge celebration occurred as the Utah Community Center of the Deaf and Hard of Hearing was renamed the Robert G. Sanderson Community Center. More than 1,000 people attended this event. Guests came from as faraway as Florida and Washington, DC. Deaf people and their families started lining up in the early afternoon to attend this monumental evening event. Governor Olene S. Walker spoke, as well as Dr. I. King Jordan (the first deaf President of Gallaudet University). The Sanderson Community Center may be a state-owned facility, but it is also a second home to people with hearing loss throughout the Wasatch Front. It is a refuge where the communication barriers of the outside world do not exist. It now bears the name of Dr. Robert G. Sanderson, a deaf Utahn and hero to many, who was the first person hired to create a vocational rehabilitation service program for the deaf and hard of hearing. The many services that exist for deaf adults today originated from this deaf unit within Vocational Rehabilitation. Dr. Sanderson was the first deaf person to earn an Ed.D. in Utah and to be hired as a professional by the State Office of Rehabilitation.

This center would not exist without the persistent, coordinated advocacy efforts of the deaf community, efforts that were spearheaded and coordinated by Dr. Sanderson. The idea of having a meeting place for deaf people was first discussed in 1946. In 1992, this community center, designed and built for deaf people, opened its doors, and a dream kept alive for 46 years came true. Deaf people in Utah are proud to have a gathering place of their own, and honored to have a Dr. Sanderson's name inscribed on this community center.

Services to the Deaf and Hard of Hearing

ACCOMPLISHMENTS

Interpreter Program

This program has the responsibilities for evaluating, training and certifying interpreters for the deaf for the State of Utah, as well as providing interpreter services for the Utah State Office of Rehabilitation. 2,590 hours of evaluation of interpreter skills were provided. The following certification tests were administered:

- ▶ 57 written
- ▶ 38 Novice level
- ▶ 20 Intermediate level
- ▶ 1 Master level
- ▶ 97 temporary permits

The center has an interpreter lab where 165 individuals practiced their interpreting skills for a total of 1,280 hours.

Outreach and Assistive Technology Program

The Outreach and Assistive Technology program provided services to 6,060 individuals. Examples of services include trial use of technology through the demonstration lab, training about the needs of individuals who are deaf or hard of hearing for businesses and other governmental agencies, booths at relevant information fairs, demonstrations of hearing-assistive technology to groups, evaluations of technology needs at deaf and hard of hearing people's homes, and installation and repair of assistive technology.

Deaf Programs

241 volunteers were trained so they could assist with a variety of programs at the center. An average of 52 deaf senior citizens participated in senior programs each week. Examples of activities include e-mail training, card games, and community tours.

Monthly social support and training activities were attended by 38 individuals who are deaf or hard of hearing and have additional disabilities. Activities included training on technology use, performing community service, attending community events, and an annual camp activity at the National Ability Center.

Deaf Programs (Continued)

To advance the leadership and advocacy effort in the deaf and hard of hearing community, intensive leadership training was provided to 12 deaf and hard of hearing adults.

Liaison activities occurred at least monthly with the Utah Schools of the Deaf and the Blind, Utah Association for the Deaf, Association of Late Deafened Adults, Legislative Coalition of People with Disabilities, Governor's Council for People With Disabilities, and senior citizen and Independent Living Centers.

Hard of Hearing Program

Adjustment training and support services were provided to 363 hard of hearing adults. Examples of support given include one-on-one case management, assistive technology counseling, information and referral, and living with hearing loss classes for hard of hearing individuals and their families. A hard of hearing women's seminar was also held this year in southern Utah for 14 hard of hearing women in leadership positions.

Services to the Deaf and Hard of Hearing

Mental Health Counseling/Independent Living

- Mental health and case management services were provided to 223 clients who are deaf or hard of hearing.
- 938 hours of therapy were provided.
- Case management staff members provided 1,632 service hours including counseling, referrals, creating treatment plans, and coordinating services. An additional 1,500 hours were spent providing outreach education, developing materials, and creating more resources in the community.
- Independent living training was provided to 54 individuals through a peer counselor housed at the center. Training included such things as writing skills, how to ride public transportation, cooking, and using new technology such as e-mail.
- Legal clinics organized by the individualized service staff provided legal advice to 92 individuals who are deaf or hard of hearing.

Adult Education Classes

Forty adult education classes and workshops were attended by 615 individuals in northern Utah. Classes included American Sign Language and conceptually accurate signed English, financial planning, computer skills, speech reading, deaf history, legal rights of employees who are deaf or hard of hearing, first aid, and a social security seminar, to name a few. In southern Utah, 29 such classes were attended by 319 participants.

Social and Recreational Activities

Participants in social and recreational activities totaled 8,524. This number includes all activities at the center planned by the deaf and hard of hearing community, and the annual bazaar. This count provides a duplicated count of all individuals coming to the center for a variety of reasons.

Outreach and Assistive Technology in Communities

State and local law enforcement agencies have a federal mandate to ensure adequate and appropriate communication with deaf and hard of hearing persons. Without effective communication in dealing with law enforcement personnel, serious violations of constitutional and civil rights can occur. Whether a sign language interpreter or other auxiliary aid is required depends on the type of communication and the needs of the deaf or hard of hearing individual. Even if an interpreter is not required, police

Law enforcement awareness training



Services to the Deaf and Hard of Hearing Outreach and Assistive Technology in Communities [Continued]

officers are encouraged to take other steps to ensure that effective communication is routine, such as writing information and making other accommodations.

The Outreach and Assistive Technology program has been heavily involved to ensure awareness and compliance with this mandate. During this past year, Outreach Specialist Mitch Moyers has been involved with several presentations to Utah Public Safety Communication officials. These presentations included information regarding the deaf and hard of hearing demographics in Utah. This information was also broken down to create awareness and to understand the different backgrounds of deaf and hard of hearing individuals in the state.

The presentations have received high praise and several callbacks from communication officials due to a higher frequency of emergency calls involving people with hearing loss. It has helped them to understand how they can better assist emergency personnel in the field and find appropriate accommodations when needed. The presentations also helped them to more effectively communicate over telecommunication and other assistive devices.

The Outreach program has also been involved in educating the deaf and hard of hearing community on how they can better communicate with the emergency personnel. There has been active involvement with the staff

of the Division to share how deaf and hard of hearing individuals can receive better emergency services care. Last fall, the Sanderson Community Center of the Deaf and Hard of Hearing hosted a very successful Statewide Emergency Preparedness Conference for kids and their parents. Many of the representatives from various emergency services took part to share with the kids who they are and what they do.

It is the goal of the Outreach and Assistive Technology program to continue the project of working with emergency personnel in the coming year. The hope is that the different emergency response centers throughout Utah can provide trained officers and dispatchers who will be prepared for any situation that may arise when a deaf or hard of hearing person is requesting services.

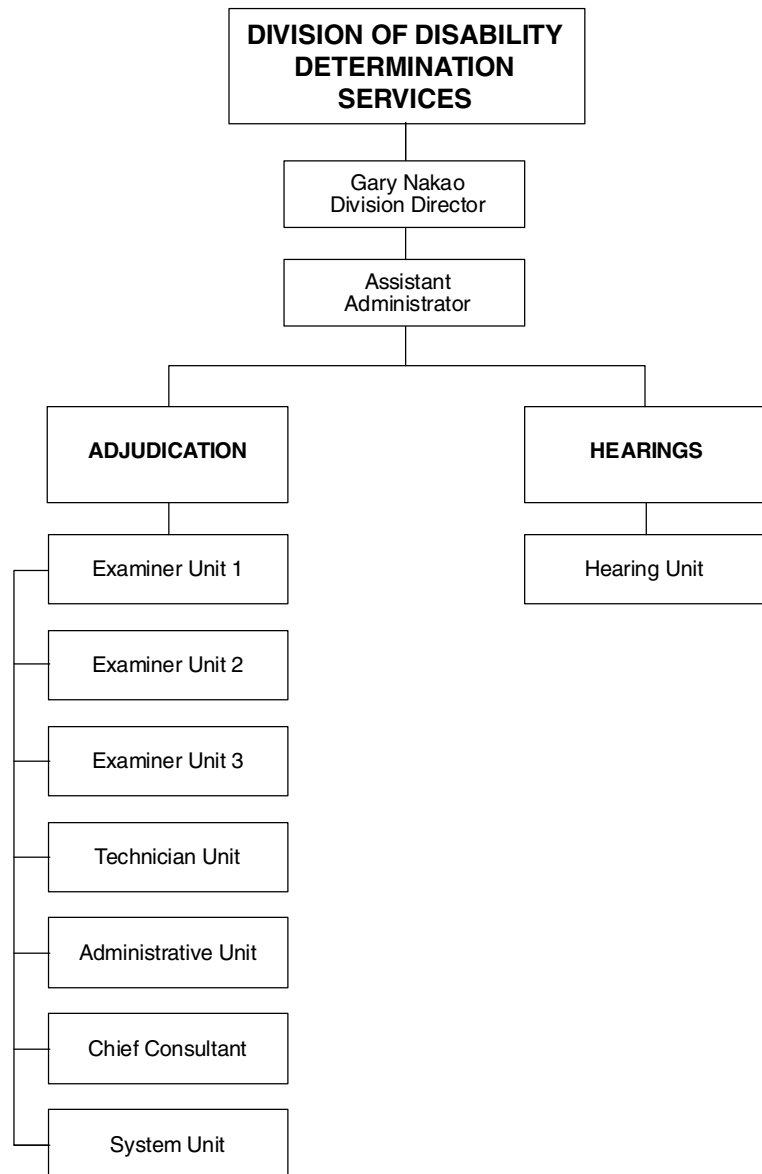
Statewide Emergency Preparedness Conference



DIVISION OF DISABILITY DETERMINATION SERVICES



Gary Nakao
Division Director



DISABILITY DETERMINATION SERVICES

Mission: **To make accurate and timely decisions on whether applicants meet the requirements for social security disability benefits.**

The **Division of Disability Determination Services (DDS)** is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits. DDS performs its work under federal rules and regulations for two national disability programs, Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

ACCOMPLISHMENTS

Challenges

The Utah DDS adjudicated over 18,000 claims during fiscal year 2004. In May 2003, the Utah DDS experienced an increase of 1,000 cases more than the average of the previous seven months. There has also been a 5.9% increase in initial receipts from last year. Combined with examiner turnover, the backlog has continued to grow. Even with the DDS' usual good productivity and accuracy, the backlog continues to be a major challenge for this agency. This past year, DDS contracted with an outside consulting company to provide suggestions on improving the recruitment process to decrease examiner turnover. Many of their suggestions were implemented in a recent recruitment.

Implementation of Electronic Process

A major initiative of the Social Security Administration (SSA) is moving to a paperless process for the disability program. The goal is an electronic file that will be used by all components involved in the disability process, including the Field Offices, DDS, and the Office of Hearings and Appeals. After months of preparation, the Utah DDS successfully implemented the electronic process on July 26, 2004, becoming the first state in the region to accomplish this. The implementation started with three examiners and two medical consultants, and will gradually roll out to the rest of the agency.

DDS Employees' Recognition at Kickoff

The DDS System Administrator, Ruth Christilaw, was recently awarded an Associate Commissioner's Citation for excellent service to SSA and the State of Utah. This is a very prestigious award made by the SSA's Associate Commissioner. Ruth was presented her award by the Director of the Center for Disability, Denver Regional Office, during the kickoff celebration at the DDS for the electronic process on July 26, 2004. Also recognized with a letter of commendation from SSA were the DDS system team members Ruth Christilaw, Shirley Bryan, and Judy Reep.

Disability Determination Services

Impact on Utah's Citizens and Economy

As of June 2004, there were 35,100 Social Security Disability Insurance beneficiaries in Utah receiving a total of \$24,560,000 a month. This represents an increase of 2,300 beneficiaries from last year, and almost \$2,242,000 more paid per month. As of June 2004, there were 18,518 Supplemental Security Income beneficiaries in Utah receiving a total of \$7,410,000 a month. This represents an increase of 370 beneficiaries over June 2003 and a total increase of \$357,000 a month compared to a year ago. As the data indicates, the disability program is having a large impact on Utah's citizens and Utah's economy.

USOR OFFICE LOCATIONS

UTAH STATE OFFICE OF REHABILITATION

ADMINISTRATION OFFICE

250 East 500 South
P.O. Box 144200
Salt Lake City, UT 84114-4200
(801) 538-7530/1-800-473-7530

DIVISION OF REHABILITATION SERVICES

ADMINISTRATION OFFICE

P.O. Box 144200
250 East 500 South
Salt Lake City, UT 84114-4200
(801) 538-7530/1-800-473-7530

NORTHERN UTAH DISTRICT

150 North Washington Blvd.
Ogden, UT 84404-3952
(801) 395-6310/1-800-560-4672
Voice/TTY

BRIGHAM CITY OFFICE

695 South Main, Suite #4
Brigham City, UT 84302-3200
(435) 734-9408/1-800-559-9408
Voice/TTY

LOGAN OFFICE

115 W. Golf Course Road #D
Logan, UT 84321-5984
(435) 787-3480/1-800-560-9766
Voice/TTY

OGDEN-DAVIS DISTRICT

1140 36th Street #150
Ogden, UT 84403-2050
(801) 395-7020 Voice/TTY

SOUTH DAVIS OFFICE

150 North Main, Suite 103
Bountiful, UT 84010
(801) 296-1293 Voice/TTY

LAYTON OFFICE

2984 North 400 West, Suite A
Layton, UT 84041-1344
(801) 776-5951 Voice/TTY

CLEARFIELD OFFICE

1290 East 1450 South
Clearfield, UT 84015
(801) 776-7802 Voice/TTY

SALT LAKE DOWNTOWN DISTRICT

660 South 200 East, Suite 400
Salt Lake City, UT 84111-3844
(801) 238-4560 Voice/TTY

REDWOOD OFFICE

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9500 Voice/TTY

VALLEY WEST DISTRICT

2964 West 4700 South, Suite 102
Salt Lake City, UT 84118-2558
(801) 957-8200 Voice/TTY

TOOELE OFFICE

982 North Main
Tooele, UT 84074-1616
(801) 882-1086/1-800-734-1086
Voice/TTY

SOUTH VALLEY DISTRICT

926 West Baxter Dr. (10600 So.)
South Jordan, UT 84095-8687
(801) 446-2560/1-800-625-7519
Voice/TTY

HEBER CITY OFFICE

175 North Main #204
Heber City, UT 84032-1622
(435) 657-0629/1-800-337-2142
Voice/TTY

ROBERT G. SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING-VR PROGRAM

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4885 TTY Answering
Machine
(801) 263-4884/1-800-860-4860
Voice/TTY

USOR Office Locations (Continued)

PROVO DISTRICT

150 East Center, Suite 3300
Provo, UT 84606-3157
(801) 374-7724/1-800-662-6539
Voice/TTY

PAYSON OFFICE

910 East 100 North, #215
Payson, UT 84651-1606
(801) 465-5380/TTY 465-5382

EASTERN UTAH DISTRICT

662 West Price River Drive
Price, UT 8450-2839
(435) 636-2820/1-800-491-7734
Voice/TTY

VERNAL OFFICE

1680 West Hwy. 40, #106D
Vernal, UT 84078-4135
(435) 789-0273/1-800-286-0273
Voice/TTY

ROOSEVELT OFFICE

1100 East Lagoon
Roosevelt, UT 84066-3099
(435) 722-3573 Voice/TTY

BLANDING OFFICE

212 North Main Street
Blanding, UT 84511-3600
(435) 678-2511/1-800-531-9912
Voice/TTY

MOAB OFFICE

125 West 200 South
Moab, UT 84532
(435) 259-4635 Voice/TTY

SOUTHERN UTAH DISTRICT

925 South Main
Cedar City, UT 84720
(435) 586-9995
1-800-281-9945 Voice/TTY

DELTA OFFICE

520 East Topaz Blvd., #109
Delta, UT 84624-4106
(435) 864-2509/1-800-531-9914
Voice/TTY

RICHFIELD OFFICE

1158 South Highway 118
Richfield, UT 84701-3116
(435) 896-1470/1-800-953-6479
Voice/TTY

ST. GEORGE OFFICE

1067 East Tabernacle, #10
St. George, UT 84770
(435) 673-5091/1-800-281-5091
Voice/TTY

MANTI OFFICE

55 South Main, #2
Manti, UT 84642-1332
(435) 835-0750/1-800-531-9913
Voice/TTY

VOCATIONAL EVALUATION SERVICES

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9515 Voice/TTY

OGDEN VOCATIONAL EVALUATION SERVICES

150 North Washington Blvd.
Ogden, UT 84404-3952
(801) 395-6310 Voice/TTY

PROVO VOCATIONAL EVALUATION SERVICES

150 East Center, Suite 3300
Provo, UT 84606-3157
(801) 374-7724/1-800-662-6539
Voice/TTY

UTAH CENTER FOR ASSISTIVE TECHNOLOGY

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9539/1-888-866-5550
Voice/TTY

COMPUTER CENTER FOR CITIZENS WITH DISABILITIES

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9380 Voice/TTY

INDEPENDENT LIVING REHABILITATION PROGRAM

250 East 500 South
P.O. Box 144200
Salt Lake City, UT 84114-4200
(801) 538-7589/1-800-473-7530
Voice/TTY

EMPLOYMENT RESOURCE CENTER

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9530
(801) 887-9500 TTY

BENEFITS PLANNING, ASSISTANCE AND OUTREACH PROGRAM

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9394 or 887-9391/(801) 887-9500 TTY

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9392 Voice/TTY

USOR Office Locations (Continued)

DIVISION OF DISABILITY DETERMINATION SERVICES

P.O. Box 144032
Salt Lake City, UT 84114-4032
(801) 321-6500 Voice/TTY

DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

ADMINISTRATION OFFICE

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4343/1-800-284-1823/
(801) 323-4395 TTY

TRAINING AND ADJUSTMENT SERVICES

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4348

LOW VISION AND OUTREACH SERVICES

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4373

VOCATIONAL REHABILITATION SERVICES

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4374

PROVO VOCATIONAL REHABILITATION SERVICES

150 East Center, #3300
Provo, UT 84606-3157
(801) 374-7705/1-800-662-6539

OGDEN VOCATIONAL REHABILITATION SERVICES

150 North Washington Blvd.
Ogden, UT 84404-3952
(801) 395-6322/1-800-950-8824

ST. GEORGE VOCATIONAL REHABILITATION SERVICES

515 West 300 North, Suite B
St. George, UT 84770-4578
(435) 986-0055

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING

ADMINISTRATION OFFICE

5709 South 1500 West
Salt Lake City, UT 84123-5127
(801) 263-4860 Voice/TTY

ROBERT G. SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4860 Voice/TTY

INTERPRETER PROGRAM

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4870 Voice/TTY

INDIVIDUALIZED SERVICE PROGRAM

5709 South 1500 West
Taylorsville, UT 84123-5217
(801) 263-4860 Voice/TTY

OUTREACH AND TECHNOLOGY PROGRAM

5709 South 1500 West
Taylorsville, UT 84123-5217
(801) 263-4860 Voice/TTY

SOUTHERN UTAH SERVICES TO THE DEAF AND HARD OF HEARING

1067 East Tabernacle #9
St. George, UT 84770
(435) 674-5221 Voice/TTY or
(435) 656-3091 TTY



UTAH STATE OFFICE OF REHABILITATION
Blaine Petersen, Executive Director

Inquiries may be addressed to:
Utah State Office of Rehabilitation
250 East 500 South/P.O. Box 144200
Salt Lake City, UT 84114-4200
(801) 538-7530 or (800) 473-7530 Voice/TDD

